



Department of Medicaid

Mike DeWine, Governor
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TO: Contracted Medicaid Managed Care Organizations (MCOs)
Contracted MyCare Ohio Plans (MCOPs)
Contracted OhioRISE Plan

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DATE: October 21, 2022 (revised January 27, 2023)

SUBJECT: Provider Directory – Source of Truth Update

The purpose of this memorandum is to provide guidance to the Next Generation Medicaid managed care organizations (MCOs), OhioRISE plan, and MyCare Ohio plans (MCOPs) on the intake of provider data from the Ohio Department of Medicaid's (ODM) Provider Network Management (PNM) system shared via the Provider Master File (PMF). This guidance addresses the use of PMF data to populate managed care entity (MCE) systems and establishes timelines for MCEs to update their systems following the receipt of the PMF from ODM.

PMF Transition

With the launch of Stage 3A of the Next Generation Medicaid managed care program on February 1, 2023, the PMF data source will begin its final transition from the current Medicaid Information Technology System (MITS) to the PNM system. MCEs will receive both the MITS generated PMF and the PNM generated PMF through February 14, 2023. Before February 14, 2023, MCEs must compare the MITS and PNM system generated PMF files to compare production data. Any discrepancies identified by the MCEs must be reported to ODM's system integrator team at omessihelpdesk@deloitte.com. MITS will cease production of the PMF after the February 14th file is created.

PNM System Data as Source of Truth

Beginning February 15, 2023, the PNM system generated PMF will be the source of truth for all provider data in the Ohio Medicaid program. MCEs are expected to use PNM system data to populate their systems and must begin overwriting their provider data with the PMF on February 15, 2023. MCE systems must be updated using PNM system generated PMF data within one business day of receipt of the daily PMF file from ODM. This daily update will align MCE and state systems to ensure MCE providers are active Medicaid providers for claims payment, building provider directories, and monitoring provider network adequacy.

With the PNM system generated PMF as the source of truth, MCEs must direct providers to update their ODM records in the PNM system. Per Ohio Administrative Code rule 5160-1-17.2(F), all providers with a signed Medicaid provider agreement agree to "inform ODM within thirty days of any changes including, but not limited to changes in licensure,

certification, or registration status; ownership; specialty; additions, deletions, or replacements in group membership and hospital-based physician affiliations; and address, including all locations where services are rendered.” MCEs must not accept changes from providers into their own systems that are inconsistent with PNM system data shared through the PMF. Provider data or information that is not collected in the PNM system and not included on the PMF (e.g. provider capacity, telehealth availability, specialist information) may be collected from providers by the MCEs and maintained in their systems.

Managed Care Organizations (MCOs) or MyCare Ohio Plans (MCOPs) may contact the Office of Managed Care via ManagedCarePolicy@medicaid.ohio.gov with any questions. The OhioRISE plan may contact OhioRISEPolicy@medicaid.ohio.gov with any questions.